DURHAM WORKFORCE DEVELOPMENT BOARD

April 4, 2006

Durham Local Area Guidance Letter No: 04-2005

Subject: Durham Local Area Workforce Investment Act exit procedures for the Adult, Dislocated Worker, and Youth programs.

Purpose: To rescind Durham Local Area Guidance Letter No. 01-2003 and transmit the Durham Local Area's new policy on WIA exits.

Background: The U.S. Department of Labor's Training and Employment Guidance Letter (TEGL) 17-05 and the North Carolina Division of Employment and Training local area issuance 2005-01, outline the requirements for establishing a participant's point of exit from WIA. The point of exit is needed to calculate the federally-mandated WIA core measures of performance. In order to comply with requirements stated in TEGL 17-05, the North Carolina Division of Employment and Training (NCDET) requires a participant to be exited from WIA when the participant does not receive a WIA funded or partner funded service for 90 consecutive calendar days and is not scheduled for future services. All services must be documented in the Workforce Plus management information system (MIS) to count as a service and extend a participant's date of exit.

Action: WIA Service providers are required to adhere to all policies and guidelines set forth in this policy regarding exiting participants from WIA Title I-B adult, dislocated worker and youth programs.

Effective Date: Immediately

Expiration Date: Indefinite

Contact: WIA Program Operations Manager

Distribution: WIA Program Service Providers

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Attachment

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1. **Point of exit from WIA Title I-B Adult, Dislocated Worker, or Youth program.**
    a. *Definition of program exit*
    The term program exit means a participant has not received a service funded by the program or funded by a partner program for 90 consecutive calendar days and is not scheduled for future services. The exit date is the last date of service.

    <u>Operational Parameters</u>
    - In accordance with Section 101(34) of the Workforce Investment Act, post-employment follow-up services designed to ensure job retention, wage gains, and career progress do not count as a service that would extend the participation period. Such follow-up services that do not extend the period of participation could include, but are not limited to:
        - Additional career planning and counseling
        - Contact with the participant's employer, including assistance with work-related problems that may arise
        - Peer support groups
        - Information about additional educational opportunities
        - Informational mailings; and
        - Referral to supportive services available in the community.

      Although these services should not extend the participation period or delay program exit, service providers are reminded that these services may have a direct impact on the employment retention and wage gains of participants who enter employment.
    - Examples of other activities that do not extend the period of participation or delay program exit include the following:
        - Determination of eligibility to participate in the program
        - self directed job search that does not result in a referral to a job
        - self-service or informational services and activities specifically provided as follow-up services.
        - Case management services and any other required administrative case load management activities that involve regular contact with the participant or employer to obtain information regarding the participant's employment status, educational progress, or need for additional services; and
        - Income maintenance or support payments (e.g. Unemployment Insurance (UI) benefit payments, Temporary Assistance for Needy Families (TANF), other case assistance, Food Stamps, and subsidized childcare). However, trade readjustment allowances and other needs-related payments funded through the Trade Adjustment Assistance program, WIA, or National Emergency Grants are elements of a training program that delay program exit because these allowances and payments are tied to continuous participation in skills training.
    - The phrase "and is not scheduled for future services" **<u>does not</u>** apply to participants who voluntarily withdraw or dropout from the program. In these circumstances, once a participant has not received any services funded by the

program or partner program for 90 consecutive calendar days, the date of exit is applied retroactively to the last day on which the individual received a service funded by the program or a partner program.

b. *Exceptions to definition of exit*
Participants should not be considered as exited if there is a gap in service of greater than 90 days in one of the following circumstances:

- Delay before the beginning of training
- Health/medical condition or providing care for a family member with a health condition
- Temporary move from the area that prevents the individual from participating in services, including National Guard or other related military service.

A gap in service must be related to one of the three circumstances identified above and last no more than 180 consecutive calendar days from the date of the most recent service to allow time to address the barriers to continue participation. However, a consecutive gap in service of up to an additional 180 days for the participant that follows the initial 180 day period to resolve the issues that prevent the participant from completing program services that leads to employment. All gaps in service that occur must be documented and include the reason for the gaps in service, including the participant's intent to return to complete program services.

c. *When does exit from the program occur?*

Once a participant has not received any services funded by the program or a partner program for 90 consecutive calendar days and has no gap in service and is not scheduled for future services, the date of exit is applied retroactively to the last day on which the individual received a service funded by the program or partner program. All services must be documented in the WorkforcePlus MIS.

d. **Exclusions from performance**
Occasionally, circumstances arise that are beyond the control of both the participant and the program. The intent here is to identify a common list of specific reasons as to why a participant can be excluded from common measures calculations. Participants in the following categories, either at the time of exit or during the three (3) quarter measurement period following the exit quarter, will be excluded from the performance.

- *Institutionalized*—The participant is residing in an institution or facility providing 24-hour support, such as a prison or hospital, and is expected to remain in that institution for at least 90 days. This reason does not apply to individuals with disabilities (as defined by 29 CFR 37.4) residing in institutions, nursing homes, or other residential environments; individuals participating in the Prisoner

Reintegration of Youthful Offenders program; and individuals participating in the Prisoner Reentry Initiative.

- *Health/Medical or Family Care*—The participant is receiving medical treatment or providing care for a family member with a health/medical condition that precludes entry into unsubsidized employment or continued participation in the program. This does not include temporary conditions or situations expected to last for less than 90 days.
- *Deceased*—Self-explanatory
- *Reservists called to active duty*—The participant is a member of the National Guard or a military Reserve unit and is called to active duty for at least 90 days.
- *Relocated to a mandated Residential Program*—For youth participants **only**, the participant is in the foster care system or another mandated residential or non-residential) program and has moved from the area as part of such a program. This does not include relocation to a Job Corps center.

Program providers must fully document any reason that excludes the participant from performance.

2. Types of Exits

There are two ways by which a participant can be exited from WIA, either by a hard exit or by a soft exit. Hard exits are the preferred means of exiting participants from WIA.

a. Hard Exits

Hard exits are performed via data entry into WorkforcePlus, for any participant who has ceased to receive WIA-funded and/or partner-funded services and who is not scheduled for any further services (except follow-up services). The hard exit date for a participant will be recorded as the last documented date of service.

b. Soft Exits

The Division of Employment and Training (DET) performs soft exits for any participant that does not have a recorded service documented in WorkforcePlus for 90 consecutive calendar days.

3. Service Provider Responsibilities.

a. Hard Exits

In order to ensure the timely exit of participants from the WIA program, the Durham Local Area establishes the following guidelines for submission of exit requests. WIA Title I-B program service providers must submit an exit request within 15 business days for participants that meet the requirements for hard exit. That is, the customer has a “date of case closure” that is set by the date of last service the customer received as part of the WIA program or partner funded program.

Before an exit request can be submitted for those customers with a date of case closure (hard exit date), all information in the customers case profile must be updated in Workforce plus.
This includes completing the status field, start and end dates for each activity in the employment plan, updating contact information in the intake form (address and phone number), and the outcome screen to show all reported outcomes on the exit request.
If information in Workforce plus is not up to date and complete, the exit request will be returned to the service provider and will be required to be resubmitted once information is updated.

b. **Soft Exits**
When a service provider has a lose of contact with a participant, the exit request will be submitted on the date the 75 day soft exit warning notice is generated in WorkforcePlus. Information in the customer's case profile is not required to be updated, since this action would reset the soft exit clock in WorkforcePlus. All information in the customer's case profile will be updated after the system soft exits the customer.
This requires that case managers and program managers continuously ensure that all activities and services are recorded in WorkforcePlus within 24 hours of a service being provided to ensure the correct exit date is recorded for the customer.

4. **Exit Request**. Once a participant meets the requirements for exit, an exit request is completed and forwarded to the appropriate Durham Local Area Program Coordinator. The case manager also delegates the case to the Program Coordinator in WorkforcePlus. The exit request is completed and e-mailed as an attachment with the participant's last name and first name as the attachment name (e.g. Doe.John.xls)

The exit request is completed as follows:

Section 1: Program
a) Mark the box corresponding to the program for which the participant is enrolled.
b) If participant is enrolled in more than one program, mark all that apply.

Section 2: Service
a) Choose the activity from the drop down box in which the participant last received services.
b) Enter the date of last service in the "Date of last service" field.

Section 3: Outcome (Choose all that apply)
a) Check the box for the appropriate outcome. An individual may have more than one outcome. For instance, an individual may have entered unsubsidized employment and obtained a credential.

b) Select an outcome from the drop down box if "Obtained credential", "Exclude", or Negative outcome" is checked.

Section 4: Employment

a) Complete all appropriate information in this section.
b) Select, based on your opinion, the participant's likelihood of being retained in self-sufficient employment for 12 months.

Section 5: Self-Sufficiency

This section assists program staff in determining self-sufficiency and earnings gain for a customer.

a) Current Wages: Calculated based on "Pay Rate" and "Hours/Week" from section 4 "Employment".
b) Outcomes: Calculated based on information in "Current Wages". Refer to negotiated local area performance goals to determine the amount needed for a positive performance outcome.

Signature block:

Case manager types in his/her name and forwards to supervisor. The supervisor reviews the request, types in his/her name and date reviewed and forwards to the Durham Local Area Program Coordinator. Do not fill out information below the signature lines.

Local area responsibility. The Durham Local Area will review submitted exit requests and verify information in Workforce plus. When information is verified, the exit request will be returned to the program manager within 10 business days. (Exception: When large numbers of requests are received at one time, turn around time may be more than 10 business days.)

5. **Workforce plus exit procedure**. Case managers can exit participants from Workforce Plus upon receipt of an approved exit request. The procedure for exiting participants from Workforce Plus are outlined in the Durham Local Area Workforce Plus users guide. It is the responsibility of the WIA service provider to ensure exit dates are entered in the Workforce Plus system correctly and that all outcomes are recorded in the outcomes screen to ensure the local area and the contractor receive credit for all outcomes.

Durham Workforce Investment Area
WIA Adult/DW Exit Request

Customer Name: ______

1. Program

Check **all** the programs for which this customer is enrolled in the Workforce Plus System:

☐ Adult # ☐ Dislocated Worker (DW) ☐ Youth

2. Last Service

Date of **last** service: ______

Select the **last** service/activity provided to the customer: **Select One Service**

3. Outcome

Check **all** the outcomes you are recommending for this customer and for which you have entered appropriate

☐ Entered Unsubsidized Employment

☐ Obtained Credential ☐ Excluded ☐ Negative Outcome

If Yes - Select Credential | **If Yes - Select Reason** | **If Yes - Select Outcome**

4. Employment

If participant entered employment, provide the following information:

Employer: ______ Job Title: ______

Pay Rate: ______ /per hour Hours/week: ______ Start Date: ______

Likelihood of retention in employment: **Select**

5. Self-Sufficiency

Complete worksheet to determine self-sufficiency:

Dislocated Worker (DW)

Current wages $0.00 /6 months

Total Wages 2nd & 3rd Qtr pre-registration: ______

Outcome: #DIV/0!

Adult

Current wages: $0.00 /6 months

Total Wages 2nd & 3rd Qtr pre-registration: ______

Outcome: $0.00

6 Month Income (for Family of #) **Select**

☐ This customer has met DWDB approved criteria for self-sufficiency (based on family estimation for adults; based on 80% of previous wage for DW).

☐ This customer does not meet self-sufficiency requirements, but no additional services are planned and self-sufficiency earnings are not expected because:

______

Case Manager's Name: ______ **Date:** ______

Supervisor' Name: ______ **Date:** ______

FOR ADMINISTRATIVE USE ONLY:

Received On: ______ SS # ______

Data Verified in Workforce Plus on: ______

WIA Exit Date: ______

Received Training ☐ Yes ☐ No

Received Credential ☐ Yes ☐ No

Entered Employment ☐ Yes ☐ No

Youth

☐ HSD/GED ☐ in HS

☐ College ☐ Military

☐ Adv. Tng. ☐ Apprenticeship

Attachment C

Durham Workforce Investment Area
WIA Youth Exit Request

Customer Name: [ ]

1. Program

Check **all** the programs for which this customer is enrolled in the Workforce Plus System:

☐ Younger Youth (14-18) ☑ Older Youth (19-21) ☐ In-School ☐ Out-of-School

2. Last Service

Date of **last** service: [ ]

Select the **last** service/activity provided to the customer: **Select One Service**

3. Outcome

Check **all** the outcomes you are recommending for this customer and for which you have entered appropriate

☐ Obtained Credential **Select One**
☐ Excluded **Select Reason**
☐ Negative Outcome **Select One**
☐ Placement in **Select One**

4. Employment

If participant entered employment, provide the following information:

Employer: [ ] Job Title: [ ]

Pay Rate: [ ] /per hour Hours/week: [ ] Start Date: [ ]

Employer has been identified to be included in the state customer satisfaction survey: **Select**

Likelihood of retention in employment: **Select**

5. Self-Sufficiency

l Complete worksheet to determine self-sufficiency:

Current wages: $0.00 /Quarter
Wages 1st Qtr pre-registra [ ] /Qtr
Outcome: $0.00
3 Month Income (for Family of #): **Select**

☐ This customer has met DWDB approved criteria for self-sufficiency (based on family estimation).

☐ This customer does not meet self-sufficiency requirements, but no additional services are planned and self-sufficiency earnings are not expected because:

[ ]

Case Manager's Name: [ ] **Date:** [ ]

Supervisor' Name: [ ] **Date:** [ ]

FOR ADMINISTRATIVE USE ONLY:

Received On: [ ] SS # [ ]

Data Verified in Workforce Plus on: [ ]

WIA Exit Date: [ ]

Received Training ☐ Yes ☑ No
Received Credential ☐ Yes ☐ No
Entered Employment ☐ Yes ☐ No

Youth
☐ HSD/GED ☐ in HS
☐ College ☐ Military
☐ Adv. Tng. ☐ Apprenticeship